General Terms and Conditions Casa Costa Blanca 2014 - 2015

Below you will find the general terms and conditions for renting Casa Costa Blanca. By booking, you agree to the following conditions:

Article 1: Booking
The availability information on our own website is up to date. Casa Costa Blanca can be easily booked via the booking form on our website. You may also call (+31620562837) or make a reservation by email (info@casacostablanca.nl). After your request you will receive a confirmation and we will contact you via mail or by phone to discuss your booking. You will be asked to pay 25% of the total amount within 10 days. Once we have received this payment, your booking is final. The remaining 75% (including the deposit) must be paid 4 weeks prior to the rental period. The deposit will be returned to you latest 7 days after the rental period in case there is no damage or loss.

Article 2: Arrival and Departure
We will do our best to accommodate your needs. We want you to enjoy your stay in the villa as much as possible. Therefore we do not handle strict check in and check out times. For each booking we will check your needs to see how our service team can accommodate you. In case different guest depart and arrive on the same day, we have to take in account the time necessary for the end cleaning. In this case, we will handle the original times of departure (10.30) and arrival (16.00).

Article 3: What is included/excluded?
The use of sheets, pillowcases, towels (both for use in the bathrooms and for swimming) and kitchen linen is included. Upon arrival you will find made beds and a clean house. We assume that you will keep it clean throughout your stay and wash your own linen. We also expect you to leave the house tidy on departure. Things like a washing machine, vacuum cleaner, ironing board and iron are provided. In case you would like the house to be cleaned during your stay, you can book this in advance. The end cleaning includes washing of the bath towels and linen. The use of electricity and water is included, except from November to March. We do expect you to be efficient with energy. Otherwise this will not be possible for us. There is Wi-Fi in the house, but in some areas the signal is less strong. Wi-Fi can be used for mailing and surfing the Internet, but it is not suitable for downloading large files. Smoking is not permitted on the property. The administration fee of 27.50 per booking is the only additional cost for the booking (This does not include optional services). The house can accommodate up to 8 persons. The pool is not heated and can therefore only be used from April to October. Whilst in principle we prefer you not to bring your pet, we will do our best to make an exception when consulted in advance.

Article 4: Cancellations and changes
In case of cancellations Casa Costa Blanca must be notified as soon as possible. The cancellation fee amounts 25% of the rent, up to 4 weeks before the first day of arrival. From 4 to 2 weeks before the first day of arrival, it amounts 75% of the rent. If cancelled later, the entire rent is due. Only the rent together with the administration fee will be charged, so without the service fee and fees for any additional options. You can insure yourself for these costs by having a cancellation travel insurance. In case Casa Costa Blanca is forced to cancel a reservation, the total amount paid will be returned, including any fees, but without compensation whatsoever. Changes regarding to your booking can be discussed, we will do our best to react as flexible as possible.

Article 5: Water/electricity/gas
In periods of extreme drought it can occur that water will be cut of for several periods of time during the day. This has not occurred in a long time, but we cannot guarantee that this will not happen. Please use your water as economically as possible, as water in Spain is scarce and expensive. It is also possible that the electricity is cut of in case of emergencies. In these events, Casa Costa Blanca cannot be held liable.

Article 6: Compliments & Complaints
We hope you will be enthusiastic about your stay when you return home from your vacation and tell your family and friends that you had a great time. However, if you are dissatisfied, we expect you to inform us as soon as possible. We will do our utmost to make your stay as nice as possible, as far as can be expected in all reasonableness and fairness. An early departure, without prior consultation and mutual agreement dismisses Casa Costa Blanca of any obligation to compensation.

Article 7: Liability
Tenant is responsible for the cost of any damages sustained to the property, decor, or its contents during the stay. If you accidentally cause damage to the property, please report them as soon as possible. Breakages or damages must be paid for. The property is not to be used to host parties or social/group gatherings. Only guests whose names are on the rental agreement are authorized to stay in the home. Guests are not allowed to use the property for any immoral or unlawful purpose. Casa Costa Blanca accepts no responsibility or liability for loss or injury while staying in the property or using the facilities of the property. Casa Costa Blanca accepts no responsibility for and shall not be liable in respect of loss/damage/cancellation or changes caused by force majeure events (e.g. strikes, flood, fires, airport closures etc.), or any other event beyond our control. Although every effort is made to provide you with accurate information, all information and descriptions given is only a guide and may vary. In the event mistakes occur we accept no liability. Our lease terms are under Dutch law. The tenant is entitled to submit any disputes to a competent judge in the Netherlands.